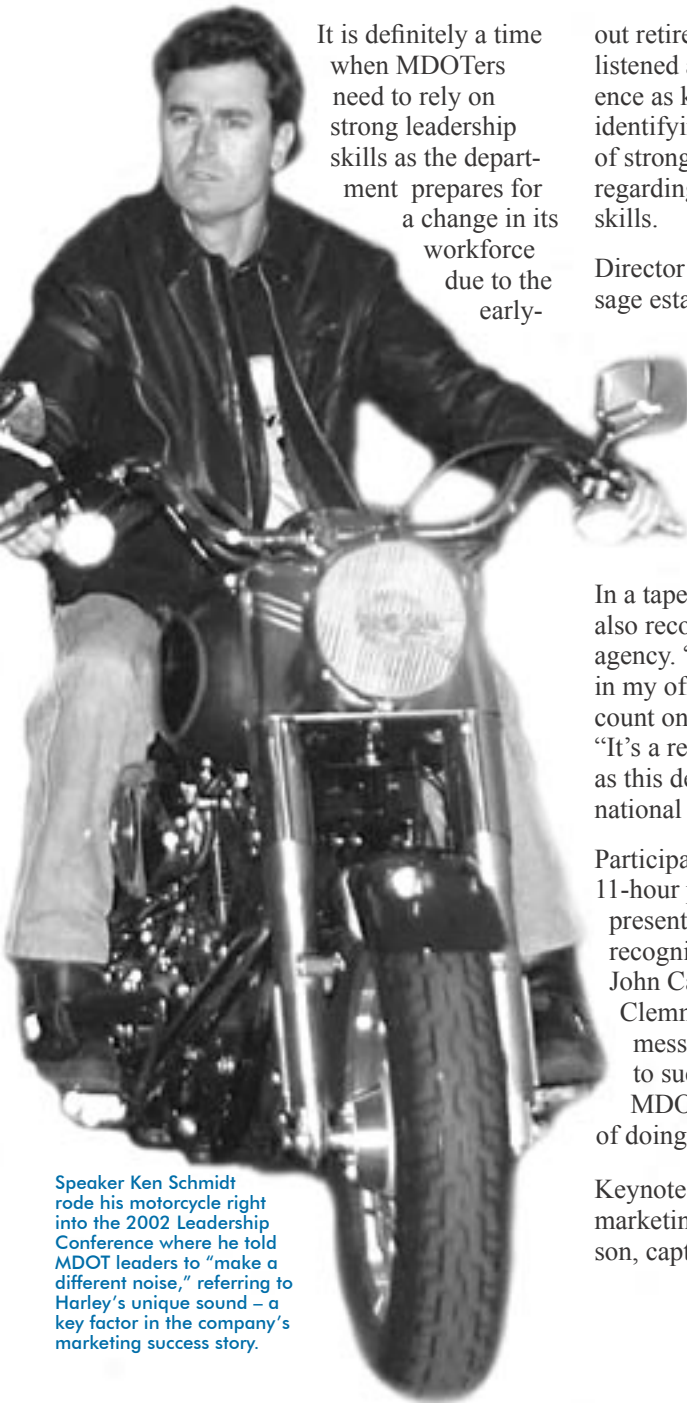


MDOT Leaders Challenged To Roll with the Changes!



It is definitely a time when MDOTers need to rely on strong leadership skills as the department prepares for a change in its workforce due to the early-

out retirement option. MDOT leaders listened at the 2002 Leadership Conference as keynote speakers focused on identifying the unique characteristics of strong leaders, and offered insights regarding how to improve leadership skills.

Director Greg Rosine's opening message established the framework for the speakers to follow by first praising MDOT leaders for their successes and then challenging them to continue to reach even higher. "You are rapidly becoming the go-to agency in state government," Rosine said.

In a taped message, Gov. John Engler also recognized MDOT as the go-to agency. "You already have a reputation in my office as a department we can count on to get the job done," he said. "It's a reputation expanding nationally as this department continues to win national awards."

Participants sat attentively through the 11-hour program, taking notes from the presentations of the four nationally recognized speakers: Dr. Janet Lapp, John Carlos, Ken Schmidt, and Jim Clemmer. Each speaker tailored a message to identify behaviors unique to successful leaders, challenging MDOT leaders to pursue new ways of doing things.

Keynote speaker Ken Schmidt, former marketing director for Harley-Davidson, captured the audience's attention

straight away when he rode his thundering motorcycle right into the Lansing South Holiday Inn conference room, parking it next to the podium where he addressed the audience.

"Employees model the behavior of their leaders," Schmidt told the 340 attendees at the March 27 event. Schmidt told MDOT leaders that to stand out from the rest, they need to "make a different noise," and then walk the talk. He was referring to the unique sound that Harley-Davidson motorcycles make – a key factor in its phenomenal marketing success story.

The theme of this year's conference was Meeting the Demands of Today, Mapping Destinations Of Tomorrow – a play on the MDOT acronym. Speakers built on the director's message and then participated in one of two panel discussions as the audience addressed their questions.

Between sessions, networking gave participants a chance to meet and exchange thoughts and ideas.

Overall, the conference evaluation forms showed that most MDOTers left the conference feeling more confident and excited about their jobs. Many referenced new ideas they had learned and were anxious to try out. "Excellent conference," one MDOT employee said. "Speakers were excellent," said another. "I will work on taking charge of my career and look for ways to improve my work practices," said still another attendee who added she would look for "more challenges" in the future. 🍀

Speaker Ken Schmidt rode his motorcycle right into the 2002 Leadership Conference where he told MDOT leaders to "make a different noise," referring to Harley's unique sound – a key factor in the company's marketing success story.




Gregory J. Rosine

New Challenges on the MDOT Horizon

Let Department Values Define
Who We Are and What We Do

*“Along the way, we may feel
a few bumps in the road,
but there, too, you all can
play a part.”*

The Director's Management Team has been given aggressive action steps and time lines that are needed to make positive improvements at MDOT as we undergo upcoming changes and face new challenges. A copy of that memorandum can be viewed on the MDOT Interchange at <http://interchange.mdot.state.mi.us/misc/4directions.pdf>. Each and every one of you will have a role to play in these improvements. Along the way, we may feel a few bumps in the road, but there, too, you all can play a part. One thing I'd like to make sure is that we never lose sight of MDOT's Mission and Value statements. That's why I wanted to take this opportunity to review those with each of you through this newsletter. By continually reminding ourselves about why we are here, hopefully we will provide constant improvement without sacrificing our core values.

Remember, MDOT's Mission is: "Providing the highest-quality transportation for economic benefit and improved quality of life." Obviously, mission statements tend to be a little broad, but if you think about it, the impact of the work we do is as broad as that statement makes it sound. Everything you do every day at work makes a difference in some way to the people of Michigan. And, in addition, there is no person in the state of Michigan that is not affected every single day by the work we do. How's that weight on your shoulders now? I didn't remind you of this to increase your burden, but to remind you that your work is important – even if you don't hear that message often enough.

In order to accomplish our mission, this department developed a set of values. They are:

- **Quality:** Achieving our best within our resources.
- **Teamwork:** Effective involvement of people.
- **Customer Orientation:** Knowing our customers and understanding their needs.
- **Integrity:** Doing the right thing.
- **Pride:** In MDOT and the importance of our work.

Remember, these are more than just words on a page. They define who we are and what we do. They are our guides as we make 10,000 decisions every day. We can Deliver Today while becoming Go-To Tomorrow. We can do this during staff changes, funding fluctuations, political shifts of power, and anything else the outside world can throw at us.

Why am I so confident? Because I've seen you do it before, and I know you can do it again. I may be the director of the department, but you are the department.

You are responsible for the 10,000 decisions we need to make each day to ensure our customers receive the best quality product possible. You are the ones who work as a team to accomplish everything from a routine daily task to a department-wide enterprise goal. You are the ones who know who your customers are – both internally and externally – and what you need to do to provide the high level of service they expect and to which they are entitled. You are the ones who know when to do the right thing, and what that "right thing" is, often intuitively. And you are the ones that have the pride in yourselves, your team, your department and, most important, your work and decisions. 🚗

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Challenged

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What's Going On?

Getting Oriented at MDOT

orientation (or'ē en tā'shən) noun 3. familiarization with and adaptation to a situation or environment – Webster's New World College Dictionary, Fourth Edition

Think back to the very first day you reported to work at MDOT. Perhaps it's too long ago to recall or maybe you remember it like it was yesterday. For some readers, maybe it actually was yesterday – in which case, welcome to MDOT! Regardless, your first-day experience was likely enhanced by your initial introduction to MDOT, your new employer.

Today's new-employee orientation format has evolved throughout the years. When Debbie Huntley, Planning, joined MDOT in 1991, there were only two people attending the orientation session administered by Office of Human Resources. "Back then, there wasn't much information as to what MDOT was all about; it was more focused on benefits and filling out forms," Debbie said. She said there was no organized handout furnished for ongoing reference. Just five years ago, new MDOT employees were given organized but thick and cumbersome binders containing all the information they might need to reference.

Today's new-employee orientation, instituted last fall, welcomes approximately 25-30 MDOT newcomers every month or so, depending on the number of new hires. The half-day session includes a series of short presentations by Director Greg Rosine and administrators from OHR, Learning and Development, and the Office of Quality and Re-engineering.

These presentations provide useful information, yet one of the best features of today's orientation is found in the Web site that eliminates the need for any bulky binder. And, best of all, keeping it up-to-date is a breeze compared to that binder of yester-

year. Take a moment to visit the new-employee orientation Web site at <http://interchange/newemployee/index.cfm?show=home>. You'll find it chock-full of useful information that serves as a handy reference for new and old employees alike. The site provides details about most of the information employees need to know – including an extensive, alphabetical list of resources and links.

The site welcomes new employees prior to their starting dates and continues to serve as a practical reference afterward. In addition, it provides valuable recruiting information to potential employees.

A posted welcome letter from Director Rosine tells new employees: "We have a reputation for being the agency that can deliver today. We do that by regularly bringing smart new people to our team.... I expect you to be curious, ask questions, learn all you can about how we operate, and why we do things the way we do. You should concentrate on getting good at what you do, and then do the most important thing you can for our department: figure out how to do it better!"

At the orientation itself, MDOT's newcomers meet Director Rosine who provides an overview of MDOT. He tells them: "Increased funding means increased accountability. What we do is important. So is how we do it. We're not just doing more, we're doing it better."

He's right about that...and, among other things, it shows in our new-and-improved new-employee orientation. 🦋

Q. What was the best thing about the orientation you recently attended?



"Getting feedback from the director...hearing his vision. You don't get that in a lot of organizations."

– Erik Kayser
Property Analyst, Southwest Region



"The informative presentations. The director's presentation helped me see the big picture – and how my job fits in with everything else."

– Amy Lipset, Planner, Planning



"It was a nice way to get introduced to how things work at MDOT."

– Stanley Peltó
Surveyor, North Region

"MDOT Up Close" is a fairly new feature of MDOT Today. This series will take a close-up look at the many different areas that make up the department, focusing on what is unique to that MDOT work environment. The fourth article of this series focuses on the Bureau of Aeronautics.

Aeronautics Up Close

Who We Are and What We Do

Besides wanting our flights to depart and arrive on time, most of us probably give little thought to aviation. But consider this: Build a mile of roadway and you can go a mile; build a mile of runway and you can go anywhere!

"Constructing runways is just one of the many ways we keep Michigan's skyways and runways running safely and smoothly," said Deputy Director Bill Gehman, who oversees a team of 55 dedicated "advocates for aviation."

The Bureau of Aeronautics is comprised of two divisions: Airports and Aviation Services. The Airports Division administers the state airport development program, providing project management for the programming, planning, design, safety evaluation and construction of airports throughout Michigan.

"With more and more private companies relying on general aviation, local communities need an effective airport

infrastructure to be competitive," said Ollie House, airports division administrator.

Besides shepherding airport improvements, the Airports Division licenses and/or registers airports, flight schools, aircraft, and aircraft dealers. "We're the Secretary of State for aviation," said Safety and Services Manager Tom Krashen, whose crew inspects each of the 243 public-use airports in the state annually. There are 114 flight schools, 190 aircraft dealers and 6,900 registered aircraft in Michigan.

The Airports Division also updates and publishes the Michigan Aeronautical Chart and Michigan Airport Directory, mailed to Michigan's 18,000 pilots and aircraft owners. The chart shows pilots where they can and cannot fly – and the directory provides important runway and contact information on each airport in the state.



Randy Collier (left), Ken Schaschl and Mary Kay Trierweiler display copies of the Aeronautics safety publications they edit - the Aeronautical Chart, Aviation News and the Airport Directory - which pilots rely on for critical flight and airport information.

Conference held each May in Lansing helps educators incorporate aviation concepts into daily classroom activities.

"Aviation careers are sparked at an early age," Krashen said. "Our purpose is to keep students interested in school as well as develop a crop of future aviation enthusiasts."

Helping communities attract and retain quality airline services is the work of Aero's other division, Aviation Services. "Everyone wants the convenience of flying from nearby, but airlines aren't easily persuaded to initiate or expand flights," said Pauline Misjak, division administrator. "It really depends on profitability and convincing them that the best use of their aircraft is in Michigan."

Another Aviation Services Division responsibility is enhancing weather-related aviation safety. Computerized weather briefing systems at 46 airports provide near real-time weather radar images. Thirty state-owned Automated Weather Observing Stations (AWOS) scattered across Michigan provide continuous weather information via radio, telephone and the Internet.

The division also is in charge of the airplanes used for transporting state personnel on official business. MDOT operates aircraft for on-demand,



Aero's Jay Henning (left) and Tom Ferrigan install an Automated Weather Observing Station that gathers local weather data for pilots and weather reporting services like weatherunderground.com on the MDOT Interchange.

The division's emphasis on pilot safety and education is behind the very successful Great Lakes International Aviation Conference. The conference, which debuted in 2001, brings airplane mechanics, pilots, students and other enthusiasts together to discuss the latest in aviation safety and technology.

Other division activities include aviation education for teachers and students. A well-attended Aviation/Aerospace Teachers



cost-effective air travel to destinations within and outside Michigan.

"Travel by car can be very time-consuming," said Gerry Edwards, division manager. "With the convenience and cost-effectiveness of our state planes, a group of employees can do in one day what would otherwise require two overnights, meals, and wear and tear on state vehicles."

Challenges

Preserving the state's airport system is a formidable challenge facing Aeronautics, says Jim Downer, program coordinator. Michigan's general aviation infrastructure is at risk of being plowed under by residential, industrial and commercial development. Southeastern Michigan has lost 20 airports in the past 20 years and statewide the problem is fourfold. Downer says a lack of understanding is the problem.

Aeronautics At Your Service

- Aeronautical Chart - Randy Collier
- Aircraft Registration, Chart and Directory Sales, Dealer Licenses - Susan Keldsen
- Airport Improvements - Dave Baker
- Airport Inspections - Randy Collier
- Airport Directory - Mary Kay Trierweiler
- Airports Division Administrator - Ollie House
- Air Transport Scheduling - Penny Garnet
- Aviation Services Division Administrator - Pauline Misjak
- AWOS (Air Weather Observation System) - Steve Schultz
- Great Lakes International Aviation Conference - Phil Tartalone
- Michigan Aviation Magazine Editor - Ken Schaschl
- New Airports, Hospital Heliports, Instrument Approach Development - Juan Zapata
- Safety and Services - Tom Krashen

"Virtually everyone is a direct user of roads, but fewer people realize their lives depend indirectly on public-use airports," Downer said, adding that next-day delivery of parcels, products and produce is considered normal business, thanks to aviation. "While most of us see the economic value of highways, our job is to champion the economic benefits of airports, which contribute more than \$10 billion to our state's economy each year."

It's Been a Great Flight for Bill Gehman

Like many others who are taking the "early out," Bill Gehman has mixed feelings about retiring from his position as deputy director of the Aeronautics Bureau.

"We are at an exciting threshold in general aviation," said Gehman, who has led the bureau for 17 of his 28 years with the department. "Exciting new materials and designs in the next few years will make airplanes much more affordable to buy and maintain."

Gehman, whose love for aviation took off at the age of 12 when his father first let him take the controls of their family airplane, earned an aviation engineering degree from Western Michigan University and served as a private-sector consultant and Federal Aviation Administration engineer before joining MDOT in 1974. He was promoted to the top bureau spot in 1985 and, just four years later, received the President's National Award from AASHTO for his innovative programs to improve air service. "It's been a team effort," said Gehman, who is quick to share any accolades with those who have made the bureau one of the finest in the country. "I've had a great flight with a wonderful crew."

Gehman, who also received the Airline Transport Association's Award of Excellence in 1992, is optimistic about the future of commercial air service. "For decades, traveling by air was out of reach for most people," he said. "Today, airliners are the buses of the sky, and their use will only continue to grow as everyone's time becomes even more valuable."



Bill Gehman

Some of the many accomplishments under Bill's leadership include:

- Advanced MDOT's Airport Development Program for funding capital projects at the state's public-use airports from \$40 million to more than \$120 million annually.
- Developed a nationally recognized Air Service program to assist out-state air carrier airports in obtaining and retaining quality air service.
- Created one of the most aggressive General Aviation airport preservation programs in the country.
- Established an All Weather Airport Access Program for general aviation airports to improve flight safety.
- Designed and built the nation's first mobile aircraft fire-fighting training unit to substantially reduce the cost for federally mandated training for airport firefighters.
- Championed legislation that improves an airport's ability to protect against incompatible land use infringement around airports.
- Established an Aviation Systems Plan for identifying airports that can best respond to state goals and objectives, aligned with the MDOT state long-range plan, and guiding airport development funding decisions.
- Signed an agreement with Northwest Airlines supporting the development of a new \$1.2 billion midfield terminal and new runway to enhance operational efficiency at Detroit Metropolitan Airport. 🇺🇸

From School to Workplace... MDOT's Engineer Development Plan Bridges the Gap

Metro Region Prepares for the Future

The pace is frantic. Cell phones ring, traffic volumes are pushed to the limits and staff spills into the hallways of the crowded region office. Where? Metro, of course.

It can be a daunting place for engineers in training. And that's the reason the region, under the guidance of its Metro Mentoring Team, created a program to help orient new engineers.



Dave Wilson



Jason Voigt

"Our Engineer Development Plan provides opportunities for feedback which works both ways," said Metro Engineer Ernie Savas. "Our new engineers can find out how the department operates, and the seasoned engineer can pass along the knowledge he or she has accumulated. The plan is good for everyone. It really keeps engineers on their toes."

Jason Voigt is a 1998 graduate of the University of Michigan engineering program.

He was a co-op student with MDOT in 1996 and 1997, and was hired in 1999 as the office engineer, shortly before approximately 10 new engineers were hired in 2000.



Without a plan, an engineer is apt to end up like this unguided chap.

"The average college student doesn't realize what MDOT is all about," Jason said. Although Jason had a head start with the department as a co-op student working with Mark Stuecher at the Oakland TSC, he said the EDP approach helped him see all the different phases of department work.

"As a co-op student I wanted to work in construction technology," said Jason, who was recently promoted to Metro Region programming engineer. "In the EDP rotation, I worked with Dave Wilson, my mentor, and benefitted from his experience and assistance. The program helped me get on-the-job experience and see a project from paper to reality. It was an absolutely positive experience."

"This is an excellent way for younger staff to have someone to talk to," said Dave Wilson, Metro's construction engineer. "Having a mentor is an informal way to talk about issues and get guidance from seasoned employees. New staff can have very high energy levels and they ask good questions: What kind of training do I need to get promoted? Why do we do things the way we do? They challenge us to stay on top of things."

Gorette Yung is Metro's new pavement management engineer, but until February was in the EDP. "I worked for consulting firms in Detroit and Kentucky before I came to MDOT and also for the metropolitan planning organization in Dayton, Ohio, where I did traffic engineering and

travel demand forecasting modeling," she said. "But I found that consultants did not have the resources to provide the training opportunities we have here."

"Our rotation system at Metro helped me understand why a construction engineer cares about certain items – and that understanding helps communication," said Gorette, who worked in project development for three months, then went to the Oakland TSC and later to C&T.

Gorette's mentor was Bob Lariviere, Metro's traffic and safety engineer.

"It takes about a year for our new engineers to experience the different areas of Metro and to eventually figure out what they like," said Bob. "If you get into the wrong place in the beginning of your career, sometimes you get locked into something you really don't like. We're trying to prevent that by creating a good match for an employee that will benefit both the person and the department."

Prior to work assignments, Bob sent introduction messages to Gorette's new supervisors, and, if she had any problems, he helped take care of them. He also met with Gorette during and after each new work assignment. They reviewed her career objectives and determined how her strengths and experience would help her accomplish



Bob Lariviere



Gorette Yung

her goals. It's this close attention to the person and the work that makes the program successful.

"I'm very enthused about our Engineer Development Plan," said Ernie Savas. "It provides opportunity for feedback, and evaluates performance and competencies that are critical to an employee's growth. We are ready for the future at Metro."

The mentor's responsibilities

- Set up initial visit to determine background interests
- Develop the draft plan and present to mentoring program team
- Visit with employee at least monthly
- Conduct site visits at least once per quarter
- Review progress (have employee keep a log)
- Request that one, three and five-year career goals are filled out
- Be available to guide and coordinate career moves
- Show the way through MDOT
- Participate in annual networking meetings
- Review region/TSC/divisions that want to participate. Must have an approved employee development plan

The employee's responsibilities

- Keep career objectives in mind
- Maintain log of progress
- Make sure development plan is current
- Stay in contact with mentor
- Speak up and ask questions
- Work hard and maintain a positive attitude
- Take on new challenges and responsibilities
- Learn

WORTH repeating

*Life is what we make it,
always has been,
always will be.*

—Grandma Moses

North Region Prepares for the Future

The implementation of the Engineer Development Program is being conducted throughout the North Region. It was developed as a method to provide the newly hired engineering staff the necessary exposure to all disciplines within MDOT. The Alpena TSC hired Brandy Bryan on Jan. 21, 2001. After four promising years working in the department as a co-op, and earning a degree in Civil Engineering from Michigan Technological University, she was ready to excel in the EDP.

The North Region exposed Brandy to the multiple aspects of seeing a project through from conception to completion. She was given the responsibility to manage a seven-mile stretch of M-65 located in Alcona County. Brandy was responsible for scoping, programming, design, traffic, and the utility relocation. She also will have the opportunity to be involved with the construction staff and the contract administration of her design. Upon completion of the actual construction, she will work with the office staff to complete the required documentation so the project can be closed out and archived.

What is it like to work on a project of this magnitude? "This was a very good project to start with for design because it covered many of the basics," said Brandy. "It made me familiar with MicroStation, the design manual, standards, and the processes that are followed when scoping, designing, and preparing a job for letting."

Post-construction critique also is something that is imperative for future improvement. Brandy will be involved in this process, too.

Another important part of the North Region EDP training involves a week-long tour of the various Lansing Divisions including Planning, Finance, and the Office of Human Resources. During her first year as an engineer with MDOT, Brandy spent a productive week in Lansing getting acquainted with the various resources and expertise available to her and others.



Brandy Bryan

Since an engineer may also function as an MDOT spokesperson occasionally, Brandy was sent to media training to refine her skills and prepare her to deliver MDOT's message.

Brandy was part of the North Region's 2002 High Impact Presentation planning, and one of her first big public speaking appearances in Lansing put her up at the lectern for the actual presentation. The audience was a tough one, since many of MDOT's top brass were in attendance. Brandy did an outstanding job presenting the information and was very well received by the group.

"The North Region has been a great place to work and they have done an excellent job including me in different things, such as the High Impact Presentation, that allowed me to challenge myself," she said.

When asked if she would recommend that others go through the same thing she did, Brandy said: "I would definitely recommend that others go through the program. The Engineer Development Program exposes you to many people in different disciplines. I especially think others should consider a co-op position before graduation."

North Region Engineer Brian Ness is very proud of the program. "We've really been able to effectively create some well-rounded engineers by involving them in such a diverse program offering," said Ness. "This EDP experience challenged Brandy. Any time we challenge our employees, it will definitely benefit them as they move forward in their careers."

2002 Director's Award Winners

In the stormy seas of conducting transportation business, today's leaders act as light keepers. Their hard work and dedication are steadfastly focused on corporate goals which help light the course for all. To commemorate such outstanding achievement, we select just a few special people each year to receive the department's top recognition – the Director's Award.

These nine finalists were recommended by panels comprised of previous Director's Award winners. They were selected from a total of 47 nominations in seven job categories. We think you'll agree that these nine people represent the best of MDOT and its values. Their work demonstrates the award recipients' concern for quality, teamwork, customer orientation, integrity and pride.

“Today's leaders act as light keepers.”



Technical (Non-supervisor)
Jack G. Briggs
Allen Park Field Office
Metro Region

Jack is the senior construction technician at the Allen Park Field Office, part of the Taylor TSC. Jack's commitment to his work is unsurpassed. In fact, contractors and fellow employees alike depend on him for his experience, knowledge of construction, and most of all – his integrity. Jack's commitment to his work is evident in his availability to coworkers and contractors around-the-clock. Colleagues and contractors know that Jack's word is gold. As one of the contractors said, “Over the years, Jack has always been a go-to guy. Whether the job included nights, weekends, or long days, Jack would take care of business. His ‘cup is half full’ rather than ‘half empty’ mentality is something I really admire.”



Paraprofessional
Janet M. Brown
Mackinac Bridge

Janet is a departmental technician at the Mackinac Bridge and serves as office manager to 110 employees. Since the majority of Mackinac Bridge employees are assigned shifts to provide around-the-clock service to customers, Janet often stretches her day schedule to assist night and afternoon shift employees. She believes in quality work, quality service and achieving her best. She has championed change by leading a less-than-receptive organization into the world of DCDS, HRMN, SSA, etc. She enjoys being part of all activities hosted by the bridge and takes a lead role in organizing events such as employee recognition, celebrations of successful programs and special events. She is definitely one of the Mackinac Bridge's go-to employees.



Professional (Supervisor)
Al R. Friend
Statewide Systems Management
Transportation Planning

Al currently manages the Statewide Systems Management section in the Bureau of Transportation Planning. He is a cutting-edge thinker who is always looking ahead for ways to improve processes, technology and customer relations. Last year, along with his normal work, he took the lead on an almost impossible task: developing a multi-year Program Level Cash Flow Model. With strong dedication to the task and the ability to listen, understand, communicate and compromise, Al has a reputation for being an outstanding team player. When internal and external customers think of financial information, pavement data, revenue analysis, project prioritization, dedication and teamwork...the person they turn to is Al Friend.



Technical (Supervisor)
Sue Haugen
Office of Information Management

Sue Haugen is the supervisor of the Executive and Planning bureaus' microtech support unit in the Office of Information Management. In addition to supervising her unit, Sue somehow

finds the time to place equipment orders, function as a network administrator and assist other microtechs throughout the department. Her abilities were "tried by fire" following the Dec. 22, 2001 fire at the Van Wagoner Transportation Building. The fire damaged more than 180 computers (plus monitors and printers) in four MDOT offices. Sue headed the recovery effort – a seemingly impossible task. Computer support people from five bureaus and two regions worked side-by-side under Sue's guidance to staff this computer assembly line. She never succumbed to the enormous pressure of this project, or the long hours. Her attitude and ability are an inspiration to everyone.



Administrative Support
Robin Lester
Kalamazoo Special Crews Southwest Region

Robin is the general office assistant for the Kalamazoo Special Crews. She consistently volunteers for additional tasks both within the department and the region. One of her new tasks is training

coordinator in the Southwest Region. She serves as the contact person for coordinating, organizing and scheduling training for everyone in the region. Robin was part of the Utility E-Invoice Project, a process re-engineering of the payment of utility bills for traffic signals and street lighting. The group streamlined the process of paying bills online. She is considered a tremendous asset to any team she serves on because of her integrity, helpfulness and pride in doing the right thing.



Skilled Craft & Labor/Safety (Non-supervisor)
Chris Rosselit
Niles Maintenance Garage Southwest Region

Chris is a transportation maintenance worker in the Niles garage. Chris puts extra effort into everything he does, typically taking on many extra duties.

He handles driveway permits for more than 350 miles of roadway in two counties, working closely with region permit personnel and applicants to assure compliance with the rules. He trains members of his own garage team in the TMW elements needed to move them to their next performance level. Teamwork is one of his strong assets. He has fabricated numerous items that help his team perform more safely and efficiently. Chris' extra effort is noticed by his co-workers. They voted him "Employee of the Year" on more than one occasion.



Skilled Craft & Labor/Safety (Supervisor)
Thomas C. Irvin
Maintenance North Region

Tom is the North Region maintenance superintendent. His most challenging accomplishment was to unify two unique district operations into one

cohesive region operation. Under Tom's leadership, the North Region Maintenance Division has evolved – from a group of individuals working in remote locations – to a unified team working together to accomplish common goals. Tom chaired the statewide TMW Work Element Committee which was charged with the task of totally revamping the TMW work element process at MDOT. Because of his exceptional knowledge of maintenance-related issues, Tom is frequently asked to serve on various statewide committees. Tom's honest and sincere manner has generated respect and loyalty both to Tom personally and to the region.



Officials and Administrators
Wayne E. Roe Jr.
Contract Services Finance and Administration

Wayne is the division administrator in Contract Services, an area that is possibly the most diverse within Finance. It touches the Legislature, other state departments, all parts of

MDOT and the public. Because Wayne interacts with all these diverse areas and has expertise in so many fields, he has become known as the go-to person to get things done. One example is the revision of prequalification rules – a monumental task which Wayne tackled head-on. Other projects that have benefitted from his direction are electronic bidding and re-engineering contractor payments. Industry complaints and concerns are handled fairly and with great professionalism.



Professional (Non-supervisor)
Marlyn E. Stroud
Learning and Development Finance and Administration

Marlyn is a human resources developer in the Learning and Development Division who teaches educational classes that foster organizational learning. As a consultant, she has a

thorough understanding and sensitivity to her customers' needs. The quality of Marlyn's teaching was recognized several years ago when she was given the opportunity to become one of the few individuals outside the Covey Institute certified to train future 7 Habits of Highly Effective People facilitators. Marlyn exemplifies a dedicated civil servant: supporting others' work, volunteering for projects, studying and applying skills and tools to improve performance.



Superior Region's Strategic Planning Team invents Wheel of Communication

For the past three years, the Strategic Planning Team in the Superior Region has been actively developing and implementing various concepts to improve their operations. New to the mix this year is the *Wheel of Communication* – designed to keep the wheel rolling with the maximum efficiency and minimum needs, efforts, and funding to continuously operate facilities at their peak state.

The *Wheel* is centered around a hub – the development engineer. The spokes are comprised of someone from each of the following areas: planning, TSC management, traffic & safety, environmental, permits & utilities, construction, design and maintenance. The hub serves as the main source of information and coordination that keeps the rest of the wheel together and rolling.

The *Become a Flexible and Responsive Organization Team* (one of four) actually came up with the idea. The following individuals were on the team at the time the invention evolved: Jim Litzner, Jeff LaChapelle, Randy VanPortfliet, and Bonnie Clayton. When it was time to appoint new members earlier this year, Randy stepped down to become facilitator, while Mark Maloney and Dean Aberly joined the team.

"The whole process is all about teamwork and communication," said Superior Region Engineer Randy VanPortfliet. "In the case of our strategic plan, we hope everyone re-creates the wheel!"

For a diagram of the wheel, please contact Jeff LaChapelle at the Newberry TSC 906-293-5168, or call the Region Office 906-786-1800.

Grand Region brings transportation to life

MDOT joined forces with Kendall College of Art and Design to bring transportation to life – in the form of mural art in the entrance to the building shared by the Grand Region Office and the Grand Rapids TSC. Thanks to Donna Hoofman, an engineer at the Grand Rapids TSC, who gave birth to the idea of an art contest, a number of students submitted designs for a mural. "The response from students was tremendous," said Suzette Peplinski, TSC manager.



"Working with Kendall College enabled us not only to distinguish our office from other state buildings, but also to work closely with the resources available within our community," said Grand Region Associate Engineer Vicki Weerstra. "This was a win-win situation. We have a beautiful painting on our wall, and, at the same time, we were able to help a student get recognition for her design."

The mural, designed and painted by Sharron Smithen-Brown, depicts the various programs of MDOT.

St. Patrick's Day Parade dedicated to former Grand Region employee

The *Wearing 'O the Green Parade*, held in Grand Rapids in March, was dedicated to the New York City rescue officials who died in the Sept. 11 attacks and to Daniel O'Donnell, a deceased Grand Region employee. Dan, who worked for MDOT for more than 26 years, helped to revive the event 20 years ago.

Dan was passionate about his Irish heritage and served as an inspiration to all who knew him. Dan survived surgery in which a leg had to be amputated due to complications from diabetes. "I think he really became an institution when he came back to work in a wheelchair. Then, a year or so later, he pushed himself to walk with a prosthesis, rarely missing work when any less-determined person would have stayed home," said Sandy Hoffman, fellow employee and friend.

Dan worked in the Grand Region as a drafting technician since 1980. He died on Oct. 9, 2001.



COURTESY OF S. HOFFMAN

Danny O'Donnell poses in his beloved Ireland where he traveled in 1996 to see Notre Dame and Navy play in Dublin's "Shamrock Classic."

Kendall College of Art and Design student creates mural for the Grand Region and Grand Rapids TSC.

Dave Budd and Will Mathies are honored with national asphalt award.



Two Southwest Region employees win national award

Dave Budd, maintenance superintendent, and Will Mathies, systems specialist engineer, were recently awarded the Asphalt Recycling and Reclaiming Association's 2002 Award for Excellence. They worked together to secure funds for an experimental technique called "cold in-place recycling." The technique, widely used in other states and Ontario, was used last year on the I-94 Business Loop in Kalamazoo. It involves recycling the existing asphalt, adding a rejuvenator, and then reusing the material in the reconstruction of the roadway as a binder level. About 15 days later, the roadway is capped with one to two inches of hot-mix asphalt to complete the pavement. The pavement resists certain types of cracking, reuses the pavement and is environmentally friendly. Congratulations to Dave and Will for their willingness to try new procedures and take a risk.

Making 2002 the safest season ever

MDOT will invest at least \$350,000 in work-zone law enforcement patrols this year. The money will be used to cover the overtime costs of state police troopers, sheriffs' deputies and local police officers patrolling work zones. They will watch for speeding, reckless driving and other dangerous habits that put thousands of people at risk every day. "It's great to expand our partnership to include all law enforcement agencies this year," said Chief Operations Officer Larry Tibbits. "All the flashing orange lights in our work zones are helpful, but *nothing* compares to one red light atop a police car."

This is the first year that county and local law enforcement agencies are eligible to



receive the funding. MDOT and the State Police have worked together for several years to increase law enforcement in work zones. In addition, the state Legislature has increased fines and penalties for traffic violations in work zones, and for injuring or killing a highway worker.

Dan worked in the Grand Region as a drafting technician since 1980. He died on Oct. 9, 2001.



The majority of Web site visitors voted this design to be the best of the five finalists.

A penny for your thoughts re: Michigan's new quarter

Governor Engler unveiled the final five designs for our new state quarter this spring. State residents were invited to vote for their favorite design via the *Michigan.gov* Web site. The U.S. Treasury has been issuing quarters since 1998 to honor each state's history or culture. Michigan's commemorative quarter is scheduled to be released at the beginning of 2004. Federal officials are expected to make a final decision on the design by December. The five designs were selected from 4,300 designs submitted. One of our very own graphic designers from Departmental Services – Brian Whitfield – submitted a few of his own designs for consideration. Although they did not make the final cut, his designs rivaled the five that were selected. No novice to graphic arts competition, Brian designed the art that waves today on the Ingham County flag. He also participated – along with fellow graphic designer Kris Hart – in Michigan's Great State Plate Challenge in 1997.

Bridging the business gap: DBE conference & workshop

Linking business opportunities to resources was the objective of the "2002 Partners in Success" conferences held in March and sponsored by the Office of Equal Opportunity (OEO). Minority- and women-owned businesses gathered at the conferences held in Mt. Pleasant and Detroit. Conference attendance topped last year's by several hundred people. The department believes business-to-business partnering among minority contractors and

networking are key to the growth and development of MDOT's DBE Program. MDOT continues to remain at the national forefront in its efforts to increase minority- and women-owned business opportunities.

At MDOT, teams are us

Effective teamwork is the backbone of any organization. From slope restorations to equipment modifications to airport transport – MDOT teams are saving money and improving services for customers across the state. Below, you can read about one successful team, but we encourage you to logon to the Learning and Development Interchange site to read about the accomplishments of many more.

A dozen employees in the Southwest Region were committed to finding a solution. Every time gravel was spread on the shoulder, the product also ended up in the ditch, or worse yet, dropped on the pavement where it could create a potentially hazardous, slippery condition. But many minds make short work of problems. The team installed a door in the end of a side delivery unit and also a metal chute on the bottom of the side delivery to catch any leaking gravel. This modification was so successful that Monroe Truck, an equipment manufacturer, has incorporated the idea in their side delivery design.

Gary Anthony displays his versatile density kit.



Gravel is now spread with pinpoint accuracy, said Tim Waaso, one of the team's sponsors. Two belt-equipped side delivery units with gravel door modifications and six chain-equipped side delivery units are now in use at eight locations in Southwest Region.

Congratulations to the team of Bill Bowie, Richard Yarbrough, Earl Borden, Mark Gumpert, Oliver St. Onge, Donna Koshar, Jeanie Owsiany, Gary Laws, Jeff Brown, Tom Kerber, Jim Kolenko, and Jim Emenhiser.

Congratulations to these MDOT teams who also were recognized with a T.E.A.M. (Together Everyone Achieves More) award.

Adopt-a-Highway Trash Pickup Process Improvement Team: Chris Roselit, Louie Peets, John Mangus, Ron Lovelace, and Otto Olson

Marshall TSC Emergency Response Team: Sorry, too many names to list. Please see L&D's Interchange site.

Mower Modification Team: Louis Peets and Ron Lovelace

Air Transport: Rick Carlson, Jim Nestell, Kenneth Schnepf, Penny Gamet, John Orban, Don Chipchase, and Kim Bowman

Gary's Bright Idea

Gary Anthony is a seasonal construction technician in the Traverse City TSC. He tests soil compaction to verify that contractors are packing it properly. He also serves as an inspector for road construction and trains co-op students. Gary has been working with density kits for 10 years and the concept of redesign "just came to him" one day in the field.

"My main concern was efficiency of the kit and cost savings to the department," said Anthony. "The new kit is easier to use and it's more efficient. Plus, it saves space in the back of a pickup." In 2001, MDOT took Gary's design and had more kits made for statewide application in other regions. For his efforts, Gary was awarded \$1,000 from the Bright Idea award program for his cost savings to the department. 🐼

OEO sponsors DBE conference called "2002 Partners in Success."



Roberta Tisdale

OHR Recognizes That Employees Are People First

The Office of Human Resources requires managers-in-the-know to coordinate and oversee the multitude of functions needed to assist MDOT's most valuable resource: the humans. And we are lucky to have three humans-in-the-know serving in these important positions at MDOT. In the Winter 2002 issue we covered the areas managed by Sylvia Alexander and Dee Nelson. A portion of this issue will focus on Rosemary Perla's area of responsibility.

Roberta Tisdale is the Office of Human Resources administrator. To reach her, call 517-373-1680 or e-mail tisdaler@michigan.gov



"OHR is staffed by very special and talented people who never lose sight of the fact that the employee is a person first."

— Rosemary Perla

Rosemary Perla, Manager Employee Services Section

For the past five years Rosemary (Rosey) has served MDOT as a human resources manager for the Employee Services section. With this role comes the responsibility to manage and coordinate various program activities relating to disability management and labor relations. The section team is made up of ten staff members, and it includes two unit teams:

Disability Management Unit

- Coordinate drug and alcohol testing programs
- Review and approve leaves of absences (medical, education, military, etc.)
- Review and approve leave time under the Family Medical Leave Act (FMLA)
- Review and approve requests for reasonable accommodations consistent with the American's with Disability Act (ADA)
- Process accident reports relating to motor vehicle accidents or employee accident reports
- Process worker's compensation claims

Labor Relations team

- Handle administration of four labor contracts, the provisions of Civil Service rules and regulations, and applicable employment laws - which includes the handling of employee grievances through arbitration or hearing processes
- Process unemployment compensation claims
- Review and process employee's requests for supplemental employment
- Review and process for conflict or disclosure of interest

Visit the OHR site on the Interchange:
<http://www.mdot.state.mi.us/ohr/index.cfm>

Q&A: Employee Departure Interview

Q. What is the Employee Departure Interview (EDI)?

A. The EDI is a Web-site accessible, user-friendly approach to collecting information from employees leaving MDOT. It uses state-of-the-art technology by allowing MDOT employees to access the EDI through the computer at their work site. We believe MDOT is the first state department to use this approach.

Q. What is the purpose of the EDI?

A. The EDI is a survey tool which will be used to provide employee feedback to the department by gathering, compiling and analyzing the results of the departure interviews. This information will greatly benefit the department by indicating which programs are successful and where improvements might be made.

Q. Who should I contact to complete the EDI?

A. You can contact either your immediate supervisor or your Office Manager (Personnel Liaison) to complete the EDI. Departing employees should complete the EDI within two weeks of their scheduled departure date.

Q. Is the EDI confidential?

A. Yes, the EDI is confidential. Individual electronic responses will be collected in a database and statistically compiled into a report with other responses from across the department.

We're pleased to bring you this *MDOT Today* column which includes news about changes in the MDOT family tree: new hires, appointments, promotions, retirements, and, sadly, deaths. The information is supplied by the Office of Human Resources for Jan. 6 to March 31, 2002. If you wish to include news about births or adoptions in your family, please contact the *MDOT Today* staff or send any information via GroupWise to MDOTToday@michigan.gov.

New Hires

Jonathan Bailey, construction technician 8, Taylor TSC, Metro Region

Rurshell Beatty, word processing assistant 7, Contract Services

Pamela Boyd, transportation planner 11, Statewide Transportation Planning

Mary Chambliss, secretary 8, delivery, Grand Region

Michael Chauvin, construction technician 8, Taylor TSC, Metro Region

Benjamin Davenport, transportation engineer 9, Design/Bridge

Walid Eid, transportation engineer 9/10/11, Traffic and Safety

Angela Fedewa, drafting technician 9, Design/Bridge

Benjamin Feldhausen, transportation engineer 11, development, Superior Region

Charlotte Fisher, secretary 9, Cass City TSC, Bay Region

Kristian Foondle, department analyst 11, freight safety and services, UPTRAN

Carol Fratrack, bridge operator 6, maintenance, North Region

Cory Gardner, transportation engineer 9, design, North Region

Odel Hilgendorf, construction technician 11, Muskegon TSC, Grand Region

Andrew Holmes, division administrator 15, administration, North Region

Melissa Kane, engineering assistant 7, Transportation Planning

Erik Kayser, property analyst 10, real estate, Southwest Region

AnnJanette Kimball, transportation engineer 9, Statewide Planning

Mary Kitzman, personnel management assistant 9, OHR

Doris Larkin, bridge operator 6, Bay City TSC, Bay Region

Jamie Lawson, engineering assistant 7, Transportation Planning

Amy Lipset, transportation planner 9, Project Planning

Kathleen Mack, engineering assistant 7, Transportation Planning

Joseph Mannion, transportation maintenance worker 6, maintenance, Saginaw, Bay Region

Donald Mayle, transportation planner 9, Transportation Planning

Daniel Michalak, bridge operator 6, Bay City TSC, Bay Region

Jason Minkus, transportation engineer 9, Grand Rapids TSC, Grand Region

Eric Mueller, transportation engineer 9, Construction, Metro Region

Nakazi Nlabati, transportation engineer 9/10/11, project development, design, Metro Region

Christian Ovalle, transportation planner 9, Transportation Planning

Stanley Peltó, land surveyor 11, Surveys, North Region

Keith Platte, transportation engineer 9/10/11, specifications and estimates, Design

Heather Ploch, drafting technician 8, Design/Bridge

Mary Ramsey, bridge operator 6, maintenance, North Region

Victor Rayner Jr., bridge operator 6, Bay City TSC, Bay Region

Matthew Ripley, bridge operator 6, Bay City TSC, Bay Region

Shane Shaltry, engineering assistant 7, Transportation Planning

Michael Simpson, transportation engineer 9, M&T, Southwest Region

Chan Singh, engineering technician 11, Detroit TSC, Metro Region

Michael Smith, transportation engineer 12, project development, Metro Region

Charles Stein, transportation engineer 9, Grand Rapids TSC, Grand Region

Randall Stevens, bridge operator 6, maintenance, North Region

Peter Talsma, transportation maintenance worker 7, St. Ignace, Superior Region

Melissa Tanner, legal secretary 9, Attorney General

Jennifer Thomas, engineering assistant 7, Transportation Planning

Tammie Todd, drafting technician 9, Design/Project Development

Ian Weibel, transportation engineer 9, Design/Road

Michael Williams, transportation maintenance worker 6, Maintenance, North Region

Stephen Woo, transportation engineer 9, Design

Promotions

Jeff Bigelow, licensed transportation engineer specialist 13, project coordination, Design

David Clemons, construction technician 11, construction, University Region

John Dault, transportation maintenance supervisor 12, Ishpeming, Superior Region

Gail Deans, state deputy division administrator 15, administration, North Region

Michael Eberlein, transportation planning manager 14, Economic Development

Yvonne Flegler, secretary 10, Learning and Development

Donald Gunderman, construction technician 12, field engineering, C&T

Jason Gutting, licensed engineer manager 14, Lansing TSC, University Region

Gregory Johnson, state deputy division administrator 16, administration, Metro Region

Michelle Klein, senior executive management assistant 13, Planning

Germaine Kowatch, department specialist 13, Executive

Jeremy McDonald, transportation engineer 12, Jackson TSC, University Region

Ginger Moore, senior executive management assistant 11, Executive

WORTH repeating

Change is inevitable – except from a vending machine.

—Robert C. Gallagher

Rachel Phillips, transportation engineer 12, Cass City TSC, Bay Region

Michael Scheuer, licensed engineer manager 13, Traffic and Safety

Darby Schlagheck, transportation professional 9, Contract Services

Michael Sherer, transportation engineer 9, computer coordination, Design

Portia Smith, secretary 7, Design/Structures

Mary Tanghe, accounting technician, Financial Operations

Jason Voigt, transportation engineer 12, design, Metro Region

Kelby Wallace, licensed transportation engineer specialist 13, project development, Design

Karen Watson, department analyst 12, Maintenance

Lois Weeter, bridge safety officer 8, Mackinac Bridge

Gorette Yung, transportation engineer 12, design, Metro Region

Jennie Yung, licensed transportation engineer specialist 13, Design/Bridge

Retirements

Pen Chao, transportation engineer, Design

Glenn Graham, departmental manager, technological services, Finance and Administration

Geoffrey Hubbell, property manager, University Region

Nancy Keyes, secretary, Bay Region

Larry Miller, transportation planner, Planning

John Moynahan, aviation specialist, Aeronautics

Richard Winiarski, construction technician, Bay Region

William Winsor, construction technician, Grand Region

Births/Adoptions

Mike Kapp, Statewide Planning, and his wife, Denny, recently returned from China with their second adopted daughter, Jianwei Marie. Three-year-old Jianwei was welcomed home by two excited sisters, Jeannie, 3, also from China, and Emily, 11.

Colleen Powers, Statewide Planning Division, and her husband, James, are the proud parents of Connor Lloyd, born Dec. 18. He joins his big sister, Morgan.

Mary Rutledge, Data Collection, and her husband, Mike, are happy to announce the birth of Abigail Ellen, born Jan. 11. She joins her big brother, Ben. Her grandparents are Janet Hershey, retired from Finance, and Bob Felter, retired from C&T.

Suzette Peplinski, Grand Rapids TSC, and her husband, Jim, are proud parents of Dominik James, born March 2.

Mike Chilla, Central Maintenance, and his wife, Darci, are happy to announce the birth of Justin, born March 27.

Continued on page 15



Doug Novak

Changes in State Laws and Budget Affect YOU

"You must be the change you wish to see in the world."

- Mahatma Gandhi

This legislative column is designed to keep employees up-to-date on what's happening at the state level. More specific information on these or any other legislative issues can be found by accessing the Office of Governmental Affairs intranet site at <http://interchange/oga/> or the Michigan Legislature Internet Web site at <http://michiganlegislature.org/>.

What laws have recently passed that affect us?

Following are some of the major issues impacting the department which have been signed into law by Gov. John Engler over the past few months:

Public Acts 150 and 151 allow the department to enter into agreements for the installation of electronic devices on limited access rights of way, for the purpose of providing traffic and travel-related information. The intent of this legislation is to allow expansion of our current Intelligent Transportation System technology. All revenue generated by these agreements is required to be deposited in the State Trunkline Fund.

By amending the Michigan Vehicle Code, Public Act 41 allows five-axle trucks with proper axle spacing to carry weights allowable on the state trunkline system to also operate on the local road network. This act has a sunset provision of Dec. 31, 2006.

Public Act 78 also amends the Michigan Vehicle Code, and allows all semitrailers longer than 50 feet to have a specified shortened wheelbase. In addition, after March 31, 2003, a semitrailer longer than 50 feet may operate with up to three axles – instead of the current two axles – on designated highways.

What is the status of our budget bill in the Legislature?

After months of intensive committee hearings in the House and Senate, the MDOT appropriations bill (House Bill 5651) for FY 02-03 is now in a conference committee to resolve differences among the House, Senate and governor's recommended funding levels. One of the most significant concerns for the upcoming fiscal year is the adoption of new revenue sources. Since no general fund money is deposited into the Michigan Transportation Fund, our budget resources are dependent on revenue derived from vehicle gas and weight taxes.

Understanding the Status of Michigan's Federal Funding

"Just about the time you think you can make both ends meet, somebody moves the ends"

- Pansy Penner



Debbie Marshall

You may have heard rumors or read press reports that Michigan could lose a substantial portion of our highway funding in FY2003. Estimated losses depend on what figures are compared, but could be up to \$227 million. Obviously, no state can afford to lose what amounts to one-third of their federal highway funding.

What is RABA?

RABA is Revenue Aligned Budget Authority and it is the mechanism by which money going into the highway trust fund is spent.

So isn't RABA what we asked for during the last authorization?

Yes and no. Of course, we want to spend the highway trust fund revenues. However, this mechanism has some imperfections that must be corrected to avoid the volatile funding swings that have occurred during the past two fiscal years. In addition, there is great debate in Washington over how the funds are accounted for that also will need to be addressed.

What are we going to do about it?

Governor Engler and Michigan's entire congressional delegation have been working hard to fix this problem. In the short term, we hope to have a temporary fix that will take care of FY 2003, which coincidentally is the final year of the TEA-21 authorization. Both the House and Senate have introduced proposals to remedy the situation. However, there is great debate over how much funding is available and therefore how much funding we will rescue for Michigan. In the long term, repairing the flawed mechanism tops our agenda for the next highway bill. 🐼

Contact Information

MI Update

Doug Novak is MDOT's legislative administrator for the Office of Governmental Affairs. To reach him, call 517-373-3946 or e-mail: novakd@michigan.gov

DC Update

Debbie Marshall is our federal legislative liaison in Washington, D.C. To reach her, call 202-624-5840 or e-mail: marshallD@michigan.gov

The following letters and e-mails were sent to MDOT staff praising them for great customer service. Please read on for details.

The following letter was sent to Jerry Jones, commission auditor.

Dear Mr. Jones:

I am pleased to note that our consultant, Plante & Moran, LLP, has reported that the Michigan Department of Transportation is performing exceptionally well related to a number of the areas that were assessed. This includes your department's historical involvement in a formalized peer review process and internal processes for documenting, reporting, and following up on internal audit projects. As a result, I am directing the Office of Financial Management to work with your department to develop enterprise-wide plans to build upon this strength and improve the effectiveness of our overall network of internal audit.

Don Gilmer
State Budget Director

This letter was sent to Bill Gehman, deputy director of Aeronautics.

Dear Mr. Gehman:

I am a senior captain for Delta Airlines, based in Atlanta, Ga. In all my years of teaching flying both for Delta and in general aviation, I have never seen a better map than the one your state publishes. On could not ask for better illustrations of the various classes of airspace. I was so impressed when I was given a recent copy of your state map that I decided to use it exclusively to teach airspace to general aviation pilots. My thanks to you and your staff for a job well done.

Capt. Phillip LaBerge
Delta Airlines, Atlanta, Ga.

Editor's note: Randy Collier is the project manager on the Michigan Aeronautical charts.

Wynell Brush, supervisor of the field operations section of the Bus Transit Division, received this note about Tom Jackson from a satisfied customer in Manchester.

Dear Ms. Brush:

Tom has always listened to the needs of our very small operation in spite of greater demands pressing on him. He is

always attentive, polite and responsive to our needs. In addition, he has a ready and welcome sense of humor during the process. Somehow he always seems to overlook our shortcomings and, taking us where we are, works to find solution for our problems. Folks like Tom make your department appear much more user friendly than many Lansing departments. We appreciate it.

Howard Parr
Manchester Area Senior Citizens Council, Inc.

This letter was sent to Mark Chaput at the Taylor TSC.

I felt it was appropriate to send a letter of appreciation for what can only be described as unusually cooperative efforts by Veena Jasuja of the Detroit TSC and John Watson and Renae Allen of the Taylor TSC. The unselfish efforts by these MDOT representatives, notwithstanding their busy schedules, afforded me the opportunity expedite my understanding of the required procedures necessary to pursue efforts in the right of way permitting process. As it is not always a positive experience for contractors to interface with public agencies, I found your representatives truly making a difference when it came to providing solutions and having a sincere desire to be helpful. Please extend my sincere thanks to your MDOT representatives, as this sort of working relationship and cooperation is truly appreciated.

Rick Kretschmar, project manager
Walbridge Jenkins

This letter was sent to Mark Grazioli about John Folco, Metro Region's M&T Lab.

In early February, my 35th anniversary watch, presented by Ford Motor Company, was stolen from my athletic bag. The watch was engraved with my name. While working in the Telegraph Avenue area, John (Folco) found the watch along the side of the road. He tried e-mailing Ford to locate me (no response). John called several Ford departments before he contacted a person that would accept his call and agreed to contact me – so

I could call John back. On March 7, I drove to the MDOT offices and picked up the watch, thanks to John's efforts. MDOT is fortunate to have such an honest, caring employee. Thanks to MDOT and John Folco, I have my 35th anniversary watch back and (it's) working great.

James Bakken
VP (retired), Ford Motor Company

To the MDOT Today newsletter staff:

I wanted to let you know I found the Winter 2002 edition of *MDOT Today* especially informative. Thanks for your efforts.

Pam Sebenick

WORTH repeating

*No winter lasts forever,
no spring skips its turn.*

—Hal Borland

MDOT Family Tree

Continued from page 13

Deaths

Joseph Lockwood, 74, died May 2, 2001 in Cadillac. He retired in 1984 as District Three appraiser. He is survived by his wife, Jane; daughter Ann Donley; and sons Thomas and Andrew, and two grandchildren.

Tim Feazel, 67, retired MDOT bridge designer, died Feb. 7, 2002 in Mason. He worked for MDOT for 25 years. He is survived by his wife, Beverly; daughters Tammie and Cheryl; and sons Carey, Harold and Chris.

Barbara Kirkland, 56, died of cancer Feb. 22, 2002 in Fenton. She was the audit section manager in Internal Audit Division, Commission Audits. She is survived by her husband, Jim; daughter Kim; and son Scott. According to her co-workers, Barbara was extremely dedicated to her job, although she had been with MDOT just since January, 2000.

Jon Wesa, 54, manager of the monitoring section in Planning, died of cancer in Milford. He was employed by MDOT for 25 years. He is survived by his wife, Phyllis, and son Jonathan. Jon was an avid gardener and was honored to have his garden and potting shed featured in both a *Detroit Free Press* article and a gardening magazine.

WHAT'S going on?

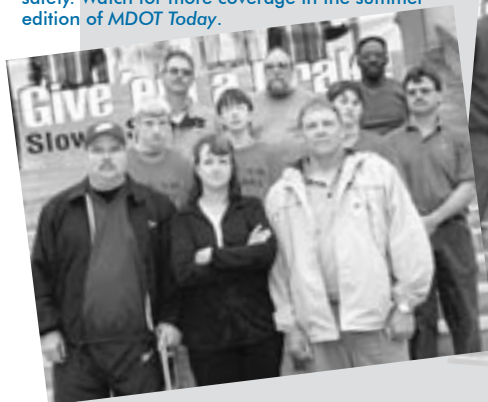


Take Your Child to Work Day

Randy Collier, Aeronautics, explains how to figure a flight plan with two young guests during Take Your Child to Work Day on April 25. On left, Micah Trierweiler (Mary Kay), and Kevin Ferrigan (Tom), work on aeronautical charts.

Give 'em a Brake News Conference

The Give 'em a Brake news conference on May 7 brought MDOT employees and their children to the steps of the state Capitol to talk about work zone safety. Watch for more coverage in the summer edition of MDOT Today.



(Left to right) Trace Plummer, Jackie Anglemeyer and Gary Wright traveled to Lansing to share their stories at the news conference. The three were injured in a work zone crash on US-12 last year. They were accompanied by family members and Tim Waaso, Coloma TSC, and Gordy Philp and Gene Wingo from the Niles garage.



2002 Leadership Conference

Construction Technician Gary Anthony, Traverse City TSC, helps Leadership Conference speaker Dr. Janet Lapp demonstrate the dead weight leaders are apt to experience when they try to hang on to "the old way of doing things."



Engineer Brian Ness, astride speaker Ken Schmidt's Harley, poses with other conference attendees from the North Region.

MDOT Today

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Joan H. Justema

Graphic Design: Randy Debler
Graphics Unit

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MDOT Photo Lab staff:
Tim Burke, Jim LeMay and Bill Phillips

MDOT is improving Michigan's total transportation system by efficiently delivering transportation products, services and information.

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